

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST U.S. Embassy Abuja	2. AGENCY State	3a. POSITION NO. various (A31904)
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK.

☒ Yes ☐ No

4. REASON FOR SUBMISSION

☐ a. Reclassification of duties: This position replaces

Position No. _____ (Title) _____ (Series) _____ (Grade)

☐ b. New Position

☒ c. Other (explain) Update Job Description

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority		FSN07	SH	07/16/08
b. Other				
c. Proposed by Initiating Office	CAJE Job ID: Visa Assistant/NIV Team Member	FSN07		

6. POST TITLE POSITION (if different from official title) Visa Assistant – NIV Team Member	7. NAME OF EMPLOYEE
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8. MISSION U.S. Embassy Abuja	b. Second Subdivision
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a. First Subdivision Consular Section	c. Third Subdivision
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9. This is a complete and accurate description of the duties and responsibilities of my position.	10. This is a complete and accurate description of the duties and responsibilities of this position.

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.	12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

Typed Name and Signature of American Supervisor _____ Date(mm-dd-yy) _____	Typed Name and Signature of Human Resources Officer _____ Date(mm-dd-yy) _____
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13. BASIC FUNCTION OF POSITION

Incumbent acts as full NIV Team member, performing difficult and responsible clerical and related work, pertaining to the full range of non-immigrant visa services. The incumbent performs relevant clerical duties involved in the delivering of visa services within the Non-Immigrant Visa Unit of the Consular Section, in accordance with Unit Standard Operating procedures and established visa processing guidelines.

Is responsible for the complete life-cycle of NIV case processing: including appointment verification; document intake; biometric processing; data entry; scanning of visa files; passport quality control; printing of visas; affixing of visas to passports; passback of visaed passports; and the retirement of visa applications (paper files) to Washington, D.C. Serves as the primary or back-up to one or more of the following portfolios: Visa Referrals, Diplomatic Notes, Correspondence, Student Visa and ACRS Cashier.

Visa Referral Portfolio: responsible for processing visa referral cases (DS-4034/35) received from Consular Chief or Acting Consular Chief; schedule Referral visa appointments; create visa appointment letters; prepare visa applications for adjudication; manage visa referral correspondence; and follow-up with Referring Officer.

Diplomatic Note Portfolio: responsible for intake and pass back of all applications received under cover of diplomatic note or note verbale; serve as liaison with all attending protocol officers; prepare visa applications for adjudication; manage visa diplomatic note correspondence; utilizing contacts with appropriate protocol officers, assists the FPU on matters relating to Nigerian passports held on suspicion of fraud, including logging and filing all returns as appropriate; assists the FPU on matters relating to the abuse and misuse of diplomatic or note verbale courtesies by maintaining a database on issuance, redirection to regular appointments, and refusals; and assists the FPU with targeted validation studies relating to A and G visa issuance.

NIV Correspondence Portfolio: responsible for daily processing of incoming NIV correspondence via e-mail or paper. Drafts and responds to a majority of general inquiries on NIV matters and routine Congressionals, and only forwards to the NIV Chief more complex cases for a response.

Student Visa Portfolio: responsible for maintaining the Student Visa appointment program. Responds to e-mail requests from students for visa appointments; verifies student visa status; maintains the appointment schedule and provides same to NIV Chief.

ACRS Cashier Portfolio: serves as back-up to the Consular Cashier, providing full range of cashiering services using the automated cash register system.

Drafts correspondence, including congressionals, and provides information to the general public on Unit visa procedures. Incumbent processes incoming requests for information from a variety of public sources (e-mail, phone, fax, & written correspondence). Incumbent organizes and tracks visa information requests, in accordance with Unit SOPs and drafts responses to visa inquiries. Exercises judgment in referring cases or written inquiries of a complex nature to the NIV Chief and to the Fraud Prevention Manager.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

1. Provides full range of NIV case processing: including appointment verification, document intake, biometric processing (applicant photograph & fingerscans), data entry, scanning of visa files, passport quality control, printing of visas, passback of visaed passports, and the retirement of visa applications (paper files) to Washington, D.C. 70 %
2. Serves as the primary or the back-up for one or more of the following portfolios: Visa Referrals, Diplomatic Notes, Student Visas, Correspondence, and Consular Cashier. 20 %
2. Responds to public and congressional inquiries, as required, report case-specific developments and general trends to NIV Chief and Fraud Prevention Manager. 5 %
5. Other duties as assigned by the NIV Unit Chief. 5%

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education
A University degree is required.
- b. Prior Work Experience
Minimum of one year clerical work experience in a busy office environment.
- c. Post Entry Training
Familiar with NIV processing. Successful completion of exam in Consular FSI on-line courses in either NIV, ACS, FPU or Customer Service within 1 year of entering on duty. Successful completion of all required Consular FSI on-line courses in NIV within 2 years of entering on duty.
- d. Language Proficiency: List both English and host country language(s) by level and specialization.
Required: Level 4 Speaking/Reading English, and Level 3 Speaking/Reading in one local language (Hausa, Yoruba or Igbo)
- e. Knowledge
Person should have a general knowledge of U.S. Embassy and Consular Section functions.
- f. Skills and Abilities
- g.
 1. Ability to process an NIV case through the entire life-cycle: from initial receipt of visa application to retirement of files.
 2. Accuracy of data entry is a critical requirement.

3. Superior customer service skills are required in order to process applicants courteously and efficiently.
4. Strong computer skills to include basic word processing, spreadsheets, and use of Consular applications.
5. Basic mechanical skills in order to operate specialized office machines related to the issuance of visas, fingerprinting and photographic equipment.
6. Good knowledge of internet and e-mail functions.
7. Ability to draft basic correspondence and good typing skills.
8. Ability to quickly determine when it is appropriate to escalate problematic visa cases or technical difficulties with consular equipment or consular programs to the attention of a Consular Officer.
9. Ability to observe the confidentiality of visa records at all times and exercise good judgment in a high fraud environment.
10. Ability to withstand external pressure from persistent visa applicants or their proxies.

g. Other factors.

Fraud and high stress work environment.

16. POSITION ELEMENTS

- a. Supervision Received
Yes. Non-Immigrant Visa Unit Chief.
- b. Available Guidelines
DOS – FAM & FAH, CA Intranet site, DOS telegrams.
- c. Exercise of Judgment
Specific to the completion of Visa Assistant/NIV Team Member duties.
- d. Authority to Make Commitments
None.
- e. Nature, Level and Purpose of Contacts
Primary contact is with NIV applicants, Consular Section staff and Mission personnel on matters involving duties & procedures covered by this position.
- f. Supervision Exercised
None.
- g. Time Required to Perform Full Range of Duties after Entry into the Position
1 year.